



EVELYN WHITE

Project Manager/ Service Delivery Manager

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PROFESSIONAL SUMMARY

Proactive Project Manager and Service Delivery Manager with a decade of experience in driving project success and enhancing service delivery across various industries. Expert in managing cross-functional teams and aligning project objectives with business goals, ensuring exceptional client satisfaction. Dedicated to leveraging innovative methodologies to achieve operational excellence and continuous improvement.

WORK EXPERIENCE

Project Manager/ Service Delivery Manager Jun / 2019 – Ongoing
Maple Leaf Consulting 📍 Toronto, ON

- 1. Directed the Aruba wireless program at Microsoft, overseeing project delivery and operational investigations.
- 2. Managed the internal Project Management Office, ensuring effective collaboration among contract PMs.
- 3. Collaborated with the Aruba Client Director to execute strategies that met client needs and expanded account growth.
- 4. Oversaw third-party vendors, serving as the primary contact for Microsoft IT Engineering and Project Management.
- 5. Developed a streamlined project process for WLAN system upgrades, including templates and documentation.
- 6. Established clear weekly communications to report operational statuses and engineer contributions.
- 7. Executed upgrades for seven buildings to the 802.11AC standard within five months, ensuring alignment with customer specifications.

Service Delivery Manager Jun / 2015–Jun / 2019
Silver Lake Enterprises 📍 Seattle, WA

- 1. Provided strategic guidance to the Randstad Technologies Team, ensuring alignment with customer support objectives.
- 2. Ensured the team utilized effective tools and processes for delivering top-tier customer service.
- 3. Monitored service quality and efficiency of team members to maintain high performance standards.
- 4. Implemented continuous improvement initiatives to enhance service quality and profitability.
- 5. Managed Key Performance Indicators and Service Level Agreements to meet contractual obligations.
- 6. Acted as the primary liaison between the customer and Randstad Technologies to facilitate effective communication.

EDUCATION

Master of Business Administration Jun / 2012–Jun / 2015
Harvard University 📍 Portland, OR

Focused on Project Management and Service Delivery methodologies.

SKILLS



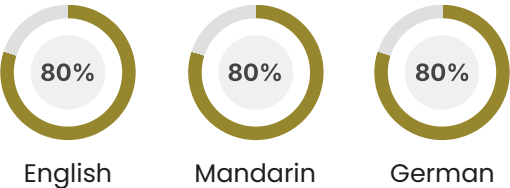
INTERESTS

- Gaming
- Fashion
- Film
- Technology

STRENGTHS

- Fairness
- Flexibility
- Forward-thinking
- Gratitude

LANGUAGES



ACHIEVEMENTS

- Increased project delivery efficiency by 30% through the implementation of streamlined processes.
- Achieved a 95% customer satisfaction rate by enhancing service delivery protocols.